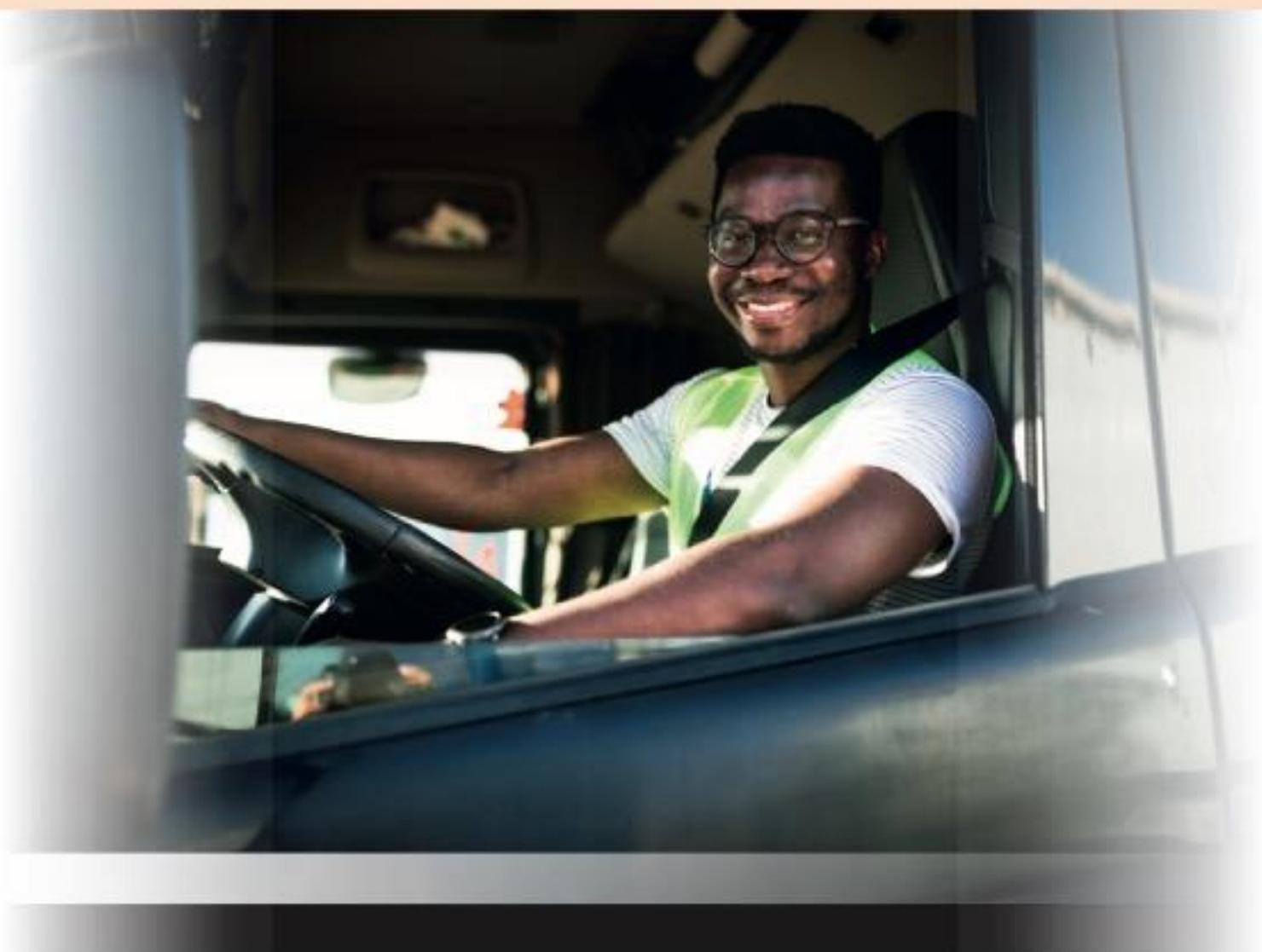




# Highfield Level 2 End-Point Assessment for Urban Driver

End-Point Assessment Kit



# Highfield Level 2 End-Point Assessment for Urban Driver

EPA-Kit

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# How to Use this EPA Kit

Welcome to the Highfield End-Point Assessment Kit for the Urban Driver Apprenticeship Standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the independent end-point assessments for the Level 2 Urban Driver Apprenticeship Standard. Highfield internally quality assures all end-point assessments in accordance with its IQA process, and additionally, all end-point assessments are externally quality assured by the relevant EQA organisation.

The EPA kit is designed to outline all you need to know about the end-point assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

## Key facts

<b>Apprenticeship standard:</b>	Urban Driver
<b>Level:</b>	2
<b>On Programme Duration:</b>	12 months
<b>End-Point Assessment Window:</b>	3 months
<b>Grading:</b>	Pass/distinction
<b>End-Point Assessment methods:</b>	Multiple choice test Practical assessment Interview

## In this kit, you will find:

- an overview of the standard and any on-programme requirements
- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- suggestions on how to prepare the apprentice for each part of the end-point assessment
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments

# Introduction

## Standard overview

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Urban drivers operate fixed axle vehicles over 3500kg in weight, often serving multiple customers each day in congested areas. Urban drivers work in a variety of business areas that depend on the delivery and collection of goods by road. They work across the UK road network, often in complex urban and on-site situations. Much of their day is spent either driving or on-site, in all weathers. They typically work in a specified part of the country and their work pattern is normally time critical. Urban drivers often work in-house or as part of the supply chain, ranging from small, independently owned companies to large organisations.

The broad purpose of the occupation is to transport goods by road to an agreed destination, quality and time standard. A typical shift includes multi-drops at various sites and often working within a small team. They must ensure the vehicle is loaded correctly, making adjustments as volumes change. They are also responsible for adapting their driving style, taking into account fuel efficiency, the local environment and their vehicle's strengths and limitations. Although they typically work to a pre-arranged delivery, collection or service plan, they are responsible for adapting the plan in the event of any incidents or delays and keeping customers updated. They will also complete required reports on time and in the expected format and attempt to resolve complaints but may need to escalate issues beyond their authority to their line manager.

Security and safety are key to this occupation and they must ensure their duties are conducted in compliance with a wide range of laws, regulations and procedures. The urban driver will carry out daily vehicle checks accurately and follow defect procedures and ensure their vehicle is well maintained during their shift.

All urban drivers have responsibilities beyond the delivery of goods. These responsibilities vary a great deal depending on the role. They must select and use the right equipment for the safe handling of goods to and from the vehicle and on site. Urban drivers also must provide additional on-site services such as installing goods in a person's home. They will provide technical advice on the goods and will be expected to answer customer questions. They are also responsible for completing risk assessments on-site and for adjusting plans as necessary. The urban driver must conduct themselves to the expected professional and customer standards and have a duty of care to ensure their organisation is represented positively at all times.

The Driver Certificate of Professional Competence (Driver CPC) is a legal requirement for those driving lorries professionally. The urban driver will receive the CPC card as part of their Category C or C1 licence acquisition, and the driver must complete 35 hours of periodic training every five years in order to maintain the ability to drive lorries professionally.

## **On-programme requirements**

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Although learning, development and on-programme assessment is flexible and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the Level 2 Urban Driver Apprenticeship Standard.

Apprentices will be required to demonstrate continuous and sustained progress towards the end-point assessment by completing work as set out by their employer and demonstrating the knowledge and skills required in the relevant role.

The on-programme aspect of the apprenticeship is expected to take 12 months to complete and should include specific milestones to ensure that the apprentice continues to make good progress toward their end-point assessment. Therefore, we recommend quarterly milestone meetings with the training provider, employer and apprentice to check progress against the standard and for everyone to give feedback.

The milestone meetings could take the form of an interview or professional conversation to help develop the apprentice's communication and employability skills.

The on-programme assessment approach will be agreed between the training provider and employer. The assessment will give an ongoing indication of an apprentice's performance against the final outcomes defined in the standard. The training provider will need to prepare the apprentice for the end-point assessment, including preparation for the interview and collation of the practical assessment, multiple-choice test and interview.

The training programme leading to end-point assessment should cover the breadth and depth of the standard using suggested on-programme assessment methods that integrate the knowledge, skills and behaviour components, and which ensure that the apprentice is sufficiently prepared to undertake the end-point assessment.

## **Additional, relevant on-programme qualification**

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There are no mandatory qualifications for apprentices for this standard.

Apprentices must acquire a Category C or C1 licence. As part of their Category C or C1 licence acquisition, the apprentice will receive the Driver CPC card and must complete 35 hours of periodic training every 5 years in order to maintain the ability to drive LGVs professionally.

## Readiness for end-point assessment

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In order for an apprentice to be ready for the end-point assessments:

- the apprentice must have achieved level 1 English and maths.
- the apprentice must have completed and passed their category C or C1 driving test; this is mandatory for all apprentices.
- the apprentice must have gathered their organisation's policies and procedures for vehicle checks and reporting defects, route planning and dealing with customers.
- the line manager (employer) must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and that the apprentice is competent in performing their role. To ensure this, the apprentice must attend a formal meeting with their employer to complete the gateway readiness report.
- the apprentice and the employer should then engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed within a 3-month end-assessment window. Further information about the gateway process is covered later in this kit.

## Order of end-point assessments

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The assessment methods can be delivered in any order.

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# The Highfield Approach

This section describes the approach Highfield has adopted in the development of this end-point assessment in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

## Documents used in developing this end-point assessment

Urban Driver Standard (2021)

[Urban driver / Institute for Apprenticeships and Technical Education](#)

End-point assessment plan (December 2021 ST1025/AP01)

[st1025\\_urban\\_driver\\_l2\\_for-publication-november\\_21.pdf \(instituteofapprenticeships.org\)](#)

## Specific considerations

Apprentices can use electronic resources to plan their route practical assessment and their evidence can be presented in this format rather than providing a written route.

Apprentices will be assessed against the 'Route planning' criteria for the practical vehicle journey plan component and failure to meet the pass criteria will result in an instant termination of the practical assessment and overall fail. Similarly, apprentices will be assessed against the 'Vehicle preparation' criteria for the practical pre-use checks component and failure to meet the pass criteria will result in an instant termination of the practical assessment and overall fail. The relevant criteria that needs to be met in each component of the practical assessment have been highlighted in this kit.

Employers and apprentices will gather the following policies and procedures from their organisation to support the assessment criteria. These will be given to Highfield at Gateway.

- Vehicle checks and reporting defects
- Route planning
- Dealing with customers

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# Gateway

## How to prepare for gateway

After apprentices have completed their on-programme learning, they should be ready to pass through 'gateway' to their end-point assessment.

Gateway is a meeting that should be arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their end-point assessment. The apprentice should prepare for this meeting by bringing along work-based evidence, including:

- customer feedback
- recordings
- manager statements
- witness statements

As well as evidence from others, such as:

- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standards while on-programme

In advance of gateway, apprentices will need to have:

- achieved level 1 English
- achieved level 1 maths
- completed and passed their category C or C1 driving test
- gathered their organisation's policies and procedures for vehicle checks and reporting defects, route planning and dealing with customers

Therefore, apprentices should be advised by employers and providers to gather this evidence and undertake these qualifications during their on-programme training. It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the formal gateway meeting is arranged.

## The gateway meeting

The gateway meeting should last around an hour and must be completed on or after the apprenticeship on-programme end date. It should be attended by the apprentice and the relevant people who have worked with the apprentice on-programme, such as the line manager/employer or mentor, the on-programme trainer/training provider and/or a senior manager (as appropriate to the business).

During the meeting, the apprentice, employer and training provider will discuss the apprentice's progress to date and confirm if the apprentice has met the full criteria of the apprenticeship standard during their on-programme training. The **Gateway Readiness Report** should be used to log the outcomes of the meeting and agreed by all 3 parties. This report is available to download from the Highfield Assessment website.

The report should then be submitted to Highfield to initiate the end-point assessment process. If you require any support completing the Gateway Readiness Report, please contact your Employer Engagement Manager at Highfield Assessment.

**Please note:** a copy of the standard should be available to all attendees during the gateway meeting.

### Reasonable adjustments and special considerations

Highfield Assessment has measures in place for apprentices who require additional support. Please refer to the Highfield Assessment Reasonable Adjustments Policy for further information/guidance.

### ID requirements

Highfield Assessment will need to ensure that the person undertaking an assessment is indeed the person they are claiming to be. All employers are, therefore, required to ensure that each apprentice has their identification with them on the day of the assessment so the end-point assessor can check.

Highfield Assessment will accept the following as proof of an apprentice's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g., employee ID card, travel card, etc.

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# The Urban Driver Apprenticeship Standard

The following pages contain the urban driver apprenticeship standard and the assessment criteria in a format that is suitable for delivery.

## Multiple Choice Test

### Knowledge

- K2 Different types of goods** transported by fixed axle vehicles over 3500 kg in weight
- K3 Personal protective equipment** selection and use
- K4** The principles of load and weight distribution applicable to fixed axle vehicles over 3500 kg in weight
- K5** Mechanical and manual handling techniques when using auxiliary equipment. For example, using a mechanical grab for waste collection
- K7** The **regulations and legislation** that impact on professional driving. For example, the drivers' hours and working time directive
- K8** The highway code road laws and road restrictions applicable to category C and C1 licence holders
- K10** Methods to counteract for road and weather conditions impacting fixed axle vehicles over 3500 kg in weight
- K11** The features found in urban environments including congestion charging, street furniture, pedestrians, and other road users
- K14** Accident reporting and incident management
- K21** A range of **dynamic risk assessment** methods and associated reporting
- K22** The **different regulations and legislation** that apply when working on-site. For example, compliance and health and safety requirements in yards, businesses, and homes

## Amplification and Guidance

- **Different types of goods:**
  - Hazardous goods (e.g., chemicals)
  - Perishable goods (e.g., food and drink)
  - Non-perishable goods
- **Personal protective equipment:**
  - Safety boots
  - High-visibility vest
  - Hard hat
  - Safety gloves
- **Dynamic risk assessment:**
  - Continually assessing the risk of a situation or event and adapting to that situation appropriately by removing identified risks
- **Different regulations and legislations:**
  - The Working Time Directive
  - Drivers' hours
  - Medical and licence requirements
  - ADR (European Agreement concerning the International Carriage of Dangerous Goods by Road)
  - Highway Code

Vehicle Preparation		
Knowledge	Skills	Behaviour
K1 Urban vehicle preparation and maintenance requirements, within limits of own role	<p><b>S1</b> Prepare a fixed axle vehicle over 3500 kg in weight for the planned daily workload. This includes the cab, fluid levels, and general inspection</p> <p><b>S2</b> Monitor charge or fuel level of the vehicle to meet the daily requirements of the urban schedule</p> <p><b>S3</b> Monitor the vehicle for defects</p>	B4 Takes ownership of own work
Practical Assessment		
Criteria covered in practical assessment		
To pass, the following must be evidenced. These will be assessed in the 'practical vehicle journey plan' component and must be passed in order to move on to the 'practical driving assessment' component.		
V1	Prepare a fixed axle vehicle over 3500 KG for use, by performing general inspection around the vehicle, checking the cab set up, and fluid levels	
V2	Identify defects that could impact on the planned journey, in accordance with DVSA and employer guidelines. Escalates any concerns in-line with organisational procedures	
V3	Takes responsibility, by ensuring the vehicle has enough fuel and/or electric charge to meet planned journey requirements. Completes <b>vehicle preparation tasks</b> independently and within limits of authority	
To gain a distinction, the following must be evidenced.		
<i>No distinction criteria</i>		

### Amplification and Guidance

- **Vehicle preparation tasks:**
  - Vehicle safety checks/inspections, defect reporting, safety requirements, loading, scanning and unloading processes
  - Identify vehicle dimensions – height, length, width, weight
  - Checking that the vehicle is suitable for the load being carried (axle combinations)
  - Checking paperwork to ensure it relates to the goods being transported
  - Checking the stability of the vehicle

### Route Planning

Knowledge	Skills
<p><b>K12</b> Map reading techniques relating to the UK road network and urban environments</p>	<p><b>S8 Plan</b> and/or adapt a driving route to meet contractual arrangements. For example, multiple urban deliveries or collections</p>
Practical Assessment	
Criteria covered in practical assessment	
To pass, the following must be evidenced. These will be assessed in the ‘practical pre-use checks’ component and must be passed in order to move on to the ‘practical pre-use checks’ component.	
<p>RP1    <b>Plans</b> an economical route for the journey that is likely to meet the timescale requirements as per the contract (or equivalent agreement)</p>	<p>RP2    Factors in any known events impacting the road network, including roadworks and congestion</p>

**To gain a distinction, the following must be evidenced.**

**RP3** *Justify their decision on either timescale or economic grounds*

**Amplification and Guidance**

- **Plan:**
  - Most efficient routes, vehicle selection and contingency planning
  - Check for road/vehicle/delivery point restrictions
  - Use of navigation equipment
  - Welfare issues for live roads
- **Justifies:**
  - Explaining why they have come to that decision

**Drive Safely & Professionally**

Knowledge	Skills
<p><b>K6</b> The capability and limitations of fixed axle vehicles over 3500 kg in weight. This includes manoeuvrability, space requirements, access requirements, legal restrictions, and physical constraints</p> <p><b>K9</b> A range of driving techniques applicable to fixed axle vehicles over 3500 kg in weight</p>	<p><b>S9</b> Drive fixed axle vehicles over 3500 kg in weight considering all relevant factors. This includes vehicle type, road surface, goods, environmental conditions, vulnerable road users and pedestrians</p> <p><b>S12</b> Manoeuvre fixed axle vehicles over 3500 kg in weight on site. For example, a customer driveway, building site, or recycling centre</p>

**Practical Assessment**

**Criteria covered in practical assessment**

<b>To pass, the following must be evidenced.</b>	
DS1	<b>Safely handles a fixed axle vehicle over 3500kg</b> , when driving both on public roads and driving on-site, for example, a builder's yard or a depot.
DS2	Takes account of the vehicle's physical capability and limitations and adjusts their driving and parking to complete the job safely
DS3	Considers and responds to potential risks posed by other both pedestrians and vulnerable road users (for example cyclists), adjusting their driving to suit
DS4	Considers the environments they drive in, including <b>driving conditions and weather conditions</b> and adjusts their driving to complete the job safely
DS5	Adheres to parking restrictions in the local area
<b><i>To gain a distinction, the following must be evidenced.</i></b>	
DS6	<i>Explains the consequences of a given scenario, as selected by the independent assessor, outlining the danger to individuals or the impact on the vehicle</i>
<b>Amplification and Guidance</b>	
<ul style="list-style-type: none"> <li>• <b>Features found in urban environments:</b> <ul style="list-style-type: none"> <li>○ Congestion charging</li> <li>○ Street furniture</li> <li>○ Pedestrians</li> <li>○ Other road users <ul style="list-style-type: none"> <li>▪ cyclists</li> <li>▪ motorcyclists</li> <li>▪ pedestrians</li> <li>▪ children</li> <li>▪ older drivers</li> <li>▪ newer drivers</li> </ul> </li> </ul> </li> </ul>	

- horse riders
- mobility scooters
- tractors
- prams
- Low Emission Zones
- Night restrictions for goods vehicles
- Route restrictions for goods vehicles
- Timed entry and red routes
- **Safely handles a fixed axle vehicle over 3500kg:**
  - Consider fuel costs and other possible efficiencies
  - Implications of differing vehicle configurations and associated safety issues
  - Manoeuvre vehicle safely in confined spaces/through roadworks
  - Close Quarter Manoeuvre (CQM)
- **Driving and weather conditions:**
  - Weather
    - snow
    - rain
    - sleet
    - wind
    - fog
    - sunshine
    - standing water
  - Busy/quiet
  - Roadworks (width, height, length, weight and speed restrictions)

- Overhanging infrastructure – trees, lamp posts and bins

Use of Equipment and IT	
Knowledge	Skills
<p><b>K17</b> Uses and limitations of urban vehicle <b>in-cab technology</b> for safety, reporting and compliance. This includes driver aids, telematics, handheld terminals, and on-board weighing systems</p>	<p><b>S10</b> Use <b>on-board electronic systems</b> in line with operating procedures</p> <p><b>S16</b> Utilise available IT systems to manage data relating to the delivery/collection contract</p>
Practical Assessment	
Criteria covered in practical assessment	
To pass, the following must be evidenced.	
E11	Uses the available <b>in-cab electronic systems</b> , following both the operating procedures for that equipment, and the highway code requirements for safe driving
<i>To gain a distinction, the following must be evidenced.</i>	
<i>No distinction criteria</i>	
Interview	
Criteria covered in interview	

**To pass, the following must be evidenced.**

E12 Describes how they use IT systems to correctly manage delivery or collection data

***To gain a distinction, the following must be evidenced.***

*No distinction criteria*

**Amplification and Guidance**

- **Auxiliary equipment:**
  - Manual handling equipment
  - Vehicle and delivery systems
- **In-cab electronic systems:**
  - Tachographs
  - Adaptive braking
  - Driver aids
  - Hand-held scanners
  - On-board telematics
  - Cruise control/speed limiter
  - Auxiliary brakes
  - Hands-free mobile/Bluetooth
  - On-board weighing systems

<b>Risk Assessment</b>	
<b>Skills</b>	<b>Behaviour</b>
<b>S13</b> Perform <b>dynamic risk assessment</b> of a site and take remedial action. For example, adjusting or aborting a delivery or collection due to safety issues	<b>B2</b> Puts safety first for themselves and others
<b>Practical Assessment</b>	
<b>Criteria covered in practical assessment</b>	
<b>To pass, the following must be evidenced.</b>	
RA1	Completes a <b>dynamic risk assessment</b> of a site by considering all factors that present possible risk to the safety of any person or the vehicle and the on-site environment
RA2	Takes any remedial action required, by responding in a way that reduces risk. (e.g., adjusting delivery, aborting, reporting or escalating)
<b>To gain a distinction, the following must be evidenced.</b>	
RA3	<i>Explains how they considered all factors to make a risk judgement</i>
<b>Amplification and Guidance</b>	
<ul style="list-style-type: none"> <li>• <b>Dynamic risk assessment:</b> <ul style="list-style-type: none"> <li>○ Continually assessing the risk of a situation or event and adapting to that situation appropriately by removing identified risks</li> </ul> </li> </ul>	

## Vehicle & Load Management

Knowledge	Skills	Behaviour
<p><b>K16</b> Techniques for protecting goods in urban areas, including both when in transit and when the vehicle is unattended</p>	<p><b>S5</b> Apply protections, manual handling, and mechanical aids to the situation, when loading or off-loading goods</p> <p><b>S6</b> Prepare, position and secure goods appropriate for the goods type, the vehicle type, and the urban conditions</p> <p><b>S7</b> Manage goods in transit. For example, security, and checking seals for signs of damage and leaks.</p>	<p><b>B5</b> Sources solutions</p>
<b>Interview</b>		
<b>Criteria covered in interview</b>		
<b>To pass, the following must be evidenced.</b>		
VL1	Explains the process they follow that ensures <b>protection</b> to both themselves, the vehicle, and its contents when in transit and when parked	
VL2	Identifies how they match the right manual or mechanical aids to a given situation as selected by the independent assessor, when loading and unloading a vehicle. Explains the techniques they apply to safe manual handling.	
VL3	Outlines how preparing, positioning, or securing goods must factor in a given scenario selected by the independent assessor	
VL4	Describes how they <b>protect</b> the vehicle and its goods	
<b>To gain a distinction, the following must be evidenced.</b>		
VL5	<i>Explains the impact on the business in a given 'vehicle protection' scenario (as selected by the independent assessor)</i>	

### Amplification and Guidance

- **Protect:**
  - Manage unlawful access
  - Ensure vehicle is locked on exit (at all times)
  - Use appropriate and safe parking areas
  - Conduct security checks
  - Use vehicle security checks and conduct daily checks
  - Equipment/personal items stowed away correctly

### On-site Services

Knowledge	Skills	Behaviour
<p><b>K18</b> The importance of brand identity in the urban delivery sector</p> <p><b>K19</b> The role of customer services standards in urban delivery, including the impact that own service provision can have on both the customer and on the wider organisation.</p> <p><b>K25</b> The range and applications of own organisations products and on-site services</p>	<p><b>S17</b> Complete contractual obligations on site. For example, installing white goods in a home, or removing waste, leaving the site to the expected standard</p> <p><b>S18</b> Brief the customer on the technical specifications of the delivery, collection, or installation, answering questions. This could mean, for instance, demonstrating how a product works</p>	<p><b>B3</b> Respectful of others</p> <p><b>B7</b> Acts in a professional and ethical manner</p>

	<b>S19</b> Adjust the services provided in response to customer requirements, within the limits of own role	
<b>Interview</b>		
<b>Criteria covered in interview</b>		
<b>To pass, the following must be evidenced.</b>		
OS1	Describes how they brief the customer on the technical specification of the delivery, collection or installation and the impact that has on the customer	
OS2	Describes how they provide on-site services, meeting customer requirements and how they deal with additional customer requirements.	
OS3	Describes how they are professional and respectful with customers and colleagues	
OS4	Describes the impact this has on the brand	
<b><i>To gain a distinction, the following must be evidenced.</i></b>		
OS5	<i>Explains the impact of reputational damage on the organisation's brand and the impact on the business</i>	

<b>Health &amp; Safety</b>	
<b>Knowledge</b>	<b>Skills</b>
<b>K13</b> Hazard perception techniques when driving, including the different approaches used in urban areas and other UK road environments	<b>S11</b> Respond and adapt to urban driving incidents, accidents roadworks and hazards

<b>K23</b> Techniques for managing own well-being (physical and mental health) in an urban delivery environment	
<b>Interview</b>	
<b>Criteria covered in interview</b>	
<b>To pass, the following must be evidenced.</b>	
HS1 Describes how they consider <b>potential hazards</b> when driving in urban and non-urban areas. Describes how they adjust their driving when faced with <b>unforeseen circumstances</b> , as selected by the independent assessor	
HS2 Describes how they <b>mitigate risks</b> to their physical and mental health and wellbeing	
<b><i>To gain a distinction, the following must be evidenced.</i></b>	
<i>No distinction criteria</i>	
<b>Amplification and Guidance</b>	
<ul style="list-style-type: none"> <li>• <b>Potential hazards:</b> <ul style="list-style-type: none"> <li>○ Heavy traffic</li> <li>○ Pedestrians</li> <li>○ Cyclists</li> </ul> </li> <li>• <b>Unforeseen circumstances:</b> <ul style="list-style-type: none"> <li>○ Accidents/incidents</li> </ul> </li> <li>• <b>Mitigate risks:</b> <ul style="list-style-type: none"> <li>○ Safety-first approach</li> <li>○ Wear appropriate personal protective equipment (PPE)</li> <li>○ Follow rules, regulations and safe working practices</li> </ul> </li> </ul>	

- Keep vehicle keys and documents secure

## Structure of Organisation and Industry

### Knowledge

**K24** The **different types of organisations** that make up the urban delivery supply chain

### Interview

**Criteria covered in interview**

**To pass, the following must be evidenced.**

SOI1 Outlines the **different organisations** in the urban delivery supply chain in which they operate

***To gain a distinction, the following must be evidenced.***

SOI2 *Explains the potential impact on the wider supply chain if an organisation does not perform their role adequately*

### Amplification and Guidance

- **Different organisations:**
  - Retail
  - Removals
  - Construction
  - Pallet

- Laundry
- Recycling
- Agriculture
- Manufacturing

## Environment & Sustainability

### Knowledge

**K15** Environmental and sustainability factors when driving in urban areas

### Interview

**Criteria covered in interview**

**To pass, the following must be evidenced.**

ES1 Describe the factors that impact on the environment and sustainability when driving in urban areas

***To gain a distinction, the following must be evidenced.***

*No distinction criteria*

<b>Legislation</b>	
<b>Skills</b>	
<b>S20</b> Comply with <b>relevant legislation and regulation</b> , both when driving and on site	
<b>Interview</b>	
<b>Criteria covered in interview</b>	
<b>To pass, the following must be evidenced.</b>	
L1	Describes the steps they follow that ensures they work compliantly with both <b>legislation and regulation</b>
L2	Outlines the <b>relevant legislation or regulation</b> for a given scenario as selected by the independent assessor
<b><i>To gain a distinction, the following must be evidenced.</i></b>	
L3	<i>Explains the impact of legislation or regulation to the business for a given scenario as selected by the independent assessor</i>
<b>Amplification and Guidance</b>	
<ul style="list-style-type: none"> <li>• <b>Different regulations and legislations:</b> <ul style="list-style-type: none"> <li>○ The Working Time Directive</li> <li>○ Drivers' hours</li> <li>○ Medical and licence requirements</li> <li>○ ADR (European Agreement concerning the International Carriage of Dangerous Goods by Road)</li> <li>○ Highway Code</li> </ul> </li> </ul>	

Ways of Working		
Knowledge	Skills	Behaviour
<b>K20</b> Different forms of communication. For example, electronic, written and in-person	<p><b>S4</b> Co-ordinate own work with others to meet business priorities</p> <p><b>S14</b> Manage relationships that enable successful urban delivery, collection, and on-site contracts</p> <p><b>S15</b> Adapt communication style to meet the needs of the audience</p>	<p><b>B1</b> Work flexibly (for example, working alone and in a team as required)</p> <p><b>B6</b> Committed to keeping continuous professional development up to date with industry best practice</p>
<b>Interview</b>		
<b>Criteria covered in interview</b>		
<b>To pass, the following must be evidenced.</b>		
W1	Describes how their flexible approach to work and managing relationships contributes to a coordinated team effort that ensures business priorities are met	
W2	Describes how they provide information clearly and concisely	
W3	Describes how they adapt their communication to meet the needs of the audience	
W4	Describes how their own commitment to continuous professional development helps this	
<b>To gain a distinction, the following must be evidenced.</b>		
W5	<i>Explains how they manage difficult conversations with customers or colleagues, e.g., when a delivery has had an unanticipated delay</i>	

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# Assessment Summary

The end-point assessment for the Level 2 Urban Driver Apprenticeship Standard is made up of 3 components:

1. Multiple-choice test consisting of 30 questions of 45-minutes duration
2. Practical assessment of 2-hour duration
3. Interview of 45-minutes duration

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this kit, which will be used to determine a grade for each individual. The grade will be determined using the combined grades.

## Multiple-choice test

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Total marks available are 30.

- To achieve a **pass**, apprentices must score at least 21 out of 30
- To achieve a **distinction**, apprentices must score at least 27 out of 30
- **Unsuccessful** apprentices will have scored 20 or below

The test may be delivered online or be paper-based and should be in a 'controlled' environment.

## Practical assessment

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Apprentices will be marked against the pass and distinction criteria outlined in this kit.

- To achieve a **pass**, apprentices must achieve all of the pass criteria
- To achieve a **distinction**, apprentices must achieve all of the pass criteria **and** all of the distinction criteria
- **Unsuccessful** apprentices will not have achieved all of the pass criteria

## Interview

---

Apprentices will be marked against the pass and distinction criteria outlined in this kit.

- To achieve a **pass**, apprentices must achieve all of the pass criteria
- To achieve a **distinction**, apprentices must achieve all of the pass criteria **and** all of the distinction criteria
- **Unsuccessful** apprentices will not have achieved all of the pass criteria

## Grading

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The apprenticeship includes pass and distinction grades with the final grade based on the apprentice's combined performance in each assessment method.

In order to pass the apprentice is required to pass each of the three assessment methods.

In order to achieve a distinction, the apprentice must achieve a distinction in all three assessment methods.

The overall grade for the apprentice is determined using the matrix below.

Multiple-choice test	Practical assessment	Interview	Overall grade awarded
Fail any of the three assessment activities			<b>Fail</b>
Pass	Pass	Pass	<b>Pass</b>
Pass	Distinction	Pass	<b>Pass</b>
Pass	Pass	Distinction	<b>Pass</b>
Distinction	Pass	Pass	<b>Pass</b>
Pass	Distinction	Distinction	<b>Pass</b>
Distinction	Pass	Distinction	<b>Pass</b>
Distinction	Distinction	Pass	<b>Pass</b>
Distinction	Distinction	Distinction	<b>Distinction</b>

## Retake and Resit information

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If an apprentice fails an end-point assessment method, it is the employer, provider and apprentice's decision whether to attempt a resit or retake. If a **resit** is chosen, please call the Highfield scheduling team to arrange the resit. If a **retake** is chosen, the apprentice will require a period of further learning and will need to complete a new gateway readiness meeting and report. Once this is completed, please call the Highfield scheduling team to arrange the retake.

When undertaking a resit or retake, the assessment method(s) will need to be re-attempted in full, regardless of any individual assessment criteria that were passed on any prior attempt. The EPA Report will contain feedback on areas for development and resit or retake guidance.

Any EPA component resit/retake must be taken within a 6-month period, otherwise, the entire EPA must be retaken in full. Apprentices should have a supportive action plan to prepare for the resit/retake.

Apprentices who achieve a pass grade cannot resit or retake the EPA to achieve a higher grade.

Apprentices who take a resit/retake will only be able to achieve a pass in their overall grade unless there are exceptional circumstances that are beyond the control of the apprentice as determined by Highfield.

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## Assessing the Multiple-Choice Test

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The following areas of the Level 2 Urban Driver apprenticeship standard will be assessed by a 45-minute multiple-choice test consisting of 30 questions. The **pass** mark is 21 out of 30 and the **distinction** mark is 27 out of 30.

The multiple-choice test may be delivered online or be paper-based and should be taken in a 'controlled' and invigilated environment. The test is closed book so the apprentice cannot refer to reference books or materials.

The topics covered within the multiple-choice test are listed below:

- vehicle preparation
- drive safely & professionally
- use of equipment & IT
- risk assessment
- vehicle & load management
- health & safety
- legislation

In each paper, questions will cover each of the areas above, however, not every aspect of every area will be covered in every test.

### Before the assessment:

The employer/training provider should:

- brief the apprentice on the areas that will be assessed by the multiple-choice test.
- set the apprentice a mock multiple-choice test in readiness for end-point assessment. A mock multiple-choice test is available to download from the Highfield Assessment website and is also available on the Highfield mock e-assessment system.

## Multiple-Choice Test Criteria

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Vehicle Preparation	
K2	<b>Different types of goods</b> transported by fixed axle vehicles over 3500kg in weight
K3	<b>Personal protective equipment</b> selection and use
K4	State the principles of load and weight distribution applicable to fixed axle vehicles over 3500 kg in weight
K5	Mechanical and manual handling techniques when using auxiliary equipment. For example, using a mechanical grab for waste collection
K7	The <b>regulations and legislation</b> that impact on professional driving. For example, the drivers' hours and working time directive

- K8 The highway code road laws and road restrictions applicable to category C and C1 licence holders
- K10 Methods to counteract for road and weather conditions impacting fixed axle vehicles over 3500 kg in weight
- K11 The features found in urban environments including congestion charging, street furniture, pedestrians, and other road users
- K14 Accident reporting and incident management
- K21 A range of **dynamic risk assessment** methods and associated reporting
- K22 The **different regulations and legislation** that apply when working on-site. For example, compliance and health and safety requirements in yards, businesses, and homes

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## Assessing the Practical Assessment

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Apprentices will be observed by an independent assessor whilst completing the practical assessment. The independent assessor will conduct and observe only one apprentice at a time during this assessment method. The practical assessment will be scheduled at least 2 weeks after gateway.

The practical assessment will take place in a simulated environment that will relate to the apprentice's natural work environment such as the employer's premises. The practical assessment will be point-to-point and not multi-drop. The apprentice will drive the vehicle on a real road network to the final destination which will be a simulated site, chosen by Highfield, relating to the apprentice's natural work environment such as a customer depot, factory or building site.

Before the practical assessment commences, the employer or training provider will provide a category C or category C1 vehicle, that is road legal and a minimum of 3500 kg, that the apprentice is familiar with. The employer should determine if the vehicle will be sourced by the employer or training provider. The vehicle is **not required** to carry a load for the assessment.

The practical assessment has three components and will be carried out in the following order.

1. Practical vehicle journey plan
2. Practical pre-use checks
3. Practical driving assessment

The activities will be carried out over a total assessment time of 2 hours. The practical assessment cannot be split, other than for comfort breaks or to allow apprentices to move from one location to another. Where breaks occur, they will not count towards the total assessment duration. Apprentices will be supervised during any breaks in the assessment and must not communicate with anyone else. If unforeseen circumstances occur, such as traffic congestion or an accident, then this will be reviewed by the Highfield Assessment team.

The independent assessor has the discretion to increase the time of all components by up to 10% to allow the apprentice to complete a task or respond to a question if necessary.

The independent assessor will explain the format and timescales of the practical assessment before it begins. This does not count towards the assessment time.

### **Component 1: Practical vehicle journey plan (15 minutes total)**

The apprentice will be given 10 minutes to plan an approximately 30-minute journey using a route from their start location to the destination they have been allocated.

The employer or training provider will provide access to the resources that the apprentice uses in their daily role such as a map, satellite navigation system, or electronic devices, to allow the apprentice to carry out this task.

In planning the route, the apprentice must take into account:

1. Most efficient routes
2. Vehicle type and limitations
3. Road features
4. Use of navigation equipment

The apprentice's chosen route can be planned either in writing or with the use of electronic equipment.

The independent assessor will review the route ahead of the practical driving assessment to confirm it is suitable and will then have 5 minutes to ask a minimum of 2 questions about the apprentice's choice of route, considering road closures, traffic and vehicle type and limitations to justify how they plan to meet contractual arrangements.

The independent assessor will obtain feedback on the route from the manager at the employer site or alternative venue who can propose a different route if they are aware of any difficulties with the proposed route only, such as road works or road closures.

The manager at the employer site or alternative venue cannot ask questions or correct any errors. If an alternative route is proposed, the apprentice is advised of the new route.

If the apprentice fails the practical vehicle journey plan, then they will **not** be allowed to proceed to the practical pre-use checks. This will result in a fail for the entire practical assessment.

### **Component 2: Practical pre-use checks (40 minutes total)**

The apprentice will walk around the vehicle they will be driving that day for the practical assessment and complete checks in line with Driver and Vehicle Standards Agency (DVSA) guidelines for vehicle roadworthiness.

The following should also be completed:

1. Checking the fuel or charge level of the vehicle
2. Checking the condition of the cab
3. Identifying any defects

The pre-use checks will last for 30 minutes, followed by 10 minutes of questions and as a minimum include:

- safety requirements
- planning and preparation process

The independent assessor will ask a minimum of 3 questions. Scenario-based questions will be used to assess potential faults such as a faulty seatbelt.

If the apprentice fails the pre-use checks, then they will **not** be allowed to proceed to the practical driving assessment. This will result in a fail for the entire practical assessment.

### **Component 3: Practical driving assessment (1 hour 5 minutes total)**

Apprentices will be provided with instructions on driving the route they planned in component 1, including the timescales they are working to. Time for this instruction is exclusive of the assessment time.

The apprentice will drive the category C or category C1 vehicle to the allocated destination, with the independent assessor alongside in the cab. This will last 30 minutes. They will then visually risk assess the destination and park the vehicle. This will last 10 minutes. The total time for the practical element is 40 minutes. The independent assessor will then ask the apprentice questions. The time allocated for questioning is 25 minutes.

The following activities will be observed during the practical driving assessment:

- drive a category C or C1 vehicle via a combination of A and B roads (as defined by the Driver and Vehicle Licensing Agency (DVLA))
- ensure elements of the journey are driven through an urban area, meaning a town or city
- usage of in-cab electronic devices during the journey
- perform a visual risk assessment of the destination site
- manoeuvre the vehicle onto the site and park up

The approved vehicle journey plan, from component 1, must include a range of road types.

The independent assessor will ask at least 5 questions. Follow-up questions may also be asked to clarify any points or evidence any knowledge, skills and behaviours that did not naturally occur. The purpose of the independent assessor's questions is to assess the following themes:

- drive safely and professionally
- use of equipment and IT
- risk assessment

The independent assessor has the authority to end the practical assessment at any point should the apprentice performs illegal or unsafe driving behaviours.

### **Before the assessment**

Employers/training providers should plan a relevant practical driving assessment activity, or series of activities, which provide the apprentice with the opportunity to

demonstrate each of the required standards outlined in the following pages. The practical driving assessment activities should provide the apprentice with opportunities to:

- plan routes effectively
- drive safely and efficiently on public and private roads
- use and position vehicle fitted equipment
- control the vehicle in all traffic situations
- use relevant equipment machinery safely
- use basic IT systems
- comply with relevant systems and processes (legislation and regulation)
- protect the driver, vehicle and load
- maintain the health, safety and security of yourself and others

**Employers/training providers should:**

- ensure the apprentice knows the date, time and location of the assessment
- brief the apprentice on the activities to be carried out and the duration of the assessment
- ensure the apprentice knows which criteria will be assessed
- encourage the apprentice to reflect on their on-programme experience and learning to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice and signpost them to relevant parts of their on-programme experience in preparation for their assessment

## **Grading the practical assessment**

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Apprentices will be marked against the pass and distinction criteria included in the tables on the following pages (under ‘Practical assessment criteria’).

- To achieve a **pass**, apprentices must achieve all of the pass criteria
- To achieve a **distinction**, apprentices must achieve all of the pass criteria **and** all of the distinction criteria
- **Unsuccessful** apprentices will have not achieved all of the pass criteria

## **Practical Assessment – Mock Assessment**

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It is the employer/training provider’s responsibility to prepare apprentices for their end-point assessment and Highfield recommends that the apprentice experiences a mock practical assessment in advance of the end-point assessment. The training provider/employer will have the opportunity to give feedback on any areas for improvement.

In designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock practical assessment should take place in a category C or category C1 vehicle.
- the mock practical assessment should take place in a real workplace or a realistic simulation if the real workplace does not present all the required assessment opportunities.
- the participation of other personnel to play the parts of customers, team members, other road users, etc.
  - it is strongly recommended that the mock practical assessment has been practised beforehand and all personnel involved are properly briefed on their roles
  - the roles should provide the opportunity for the apprentice to demonstrate both the 'pass' level and the 'distinction' level criteria
- a minimum 2.5-hour time slot should be available. This allows for a complete mock practical assessment of all 3 components if it is intended to be a complete mock practical assessment covering all relevant standards. However, this time may be split up to allow for progressive learning.
- consider a video recording of the mock practical vehicle journey plan and practical pre-use checks, and allow it to be observed by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice. Written feedback can be provided for the practical driving assessment.
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience.
- mock assessment sheets are available to download from the Highfield Assessment website and may be used for this purpose.

### **Component 1: Practical vehicle journey plan**

This component has a duration of 10 minutes, followed by 5 minutes of questioning. The assessor will ask a minimum of 2 questions about the apprentice's route.

Example questions include:

- How have you ensured this is the most economical route?
- Tell me about the considerations you have made when planning this route.

### **Component 2: Pre-use checks**

This component has a duration of 30 minutes, followed by 10 minutes of questioning. The assessor will ask a minimum of 3 questions.

Example questions include:

- Tell me the actions you would take if you found a defect during your pre-use checks.
- How do you ensure the tyres are roadworthy prior to driving the vehicle?
- Tell me about the process to ensure the load is prepared safely.

### Component 3: Practical driving assessment

This component has a duration of 40 minutes, followed by 25 minutes of questioning. The assessor will ask a minimum of 5 questions.

Example questions include:

- How do you change your driving techniques according to different weather conditions such as heavy rain?
- Tell me the ways you drive to maintain fuel efficiency.
- What actions would you take if there were a number of low bridges along your route?
- Tell me about the considerations you must make when driving at peak times.
- How do you complete a dynamic risk assessment once you arrive on site?

### Practical Assessment Criteria

During the practical assessment, the following criteria should be evidenced.

Apprentices should prepare for the practical assessment by considering how the criteria can be met. In order to achieve a pass, all pass criteria must be achieved. In order to achieve a distinction, all pass criteria and all of the distinction criteria must be achieved.

Vehicle Preparation	
<b>To pass, the following must be evidenced. These must be passed in order to move on to the 'practical driving assessment' component.</b>	
V1	Prepare a fixed axle vehicle over 3500 KG for use, by performing general inspection around the vehicle, checking the cab set up, and fluid levels
V2	Identify defects that could impact on the planned journey, in accordance with DVSA and employer guidelines. Escalates any concerns in-line with organisational procedures
V3	Takes responsibility, by ensuring the vehicle has enough fuel and/or electric charge to meet planned journey requirements. Completes <b>vehicle preparation tasks</b> independently and within limits of authority
<b><i>To gain a distinction, the following must be evidenced.</i></b>	
<i>No distinction criteria</i>	

### Route Planning

**To pass, the following must be evidenced. These must be passed in order to move on to the 'practical pre-use checks' component.**

- RP1 **Plans** an economical route for the journey that is likely to meet the timescale requirements as per the contract (or equivalent agreement)
- RP2 Factors in any known events impacting the road network, including roadworks and congestion

***To gain a distinction, the following must be evidenced.***

- RP3 **Justify** their decision on either timescale or economic grounds

### Drive Safely & Professionally

**To pass, the following must be evidenced.**

- DS1 **Safely handles a fixed axle vehicle over 3500kg**, when driving both on public roads and driving on-site, for example, a builder's yard or a depot
- DS2 Takes account of the vehicle's physical capability and limitations and adjusts their driving and parking to complete the job safely
- DS3 Considers and responds to potential risks posed by other both pedestrians and vulnerable road users (for example cyclists), adjusting their driving to suit
- DS4 Considers the environments they drive in, including **driving conditions and weather conditions** and adjusts their driving to complete the job safely
- DS5 Adheres to parking restrictions in the local area

***To gain a distinction, the following must be evidenced.***

- DS6 *Explains the consequences of a given scenario, as selected by the independent assessor, outlining the danger to individuals or the impact on the vehicle*

### Use of Equipment & IT

**To pass, the following must be evidenced.**

- EI1 Uses the available **in-cab electronic systems**, following both the operating procedures for that equipment, and the highway code requirements for safe driving

***To gain a distinction, the following must be evidenced.***

*No distinction criteria*

## Risk Assessment

### To pass, the following must be evidenced.

- RA1 Completes a **dynamic risk assessment** of a site by considering all factors that present possible risk to the safety of any person or the vehicle and the on-site environment
- RA2 Takes any remedial action required, by responding in a way that reduces risk. (e.g., adjusting delivery, aborting, reporting or escalating)

### To gain a distinction, the following must be evidenced.

- RA3 *Explains how they considered all factors to make a risk judgement*

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## Assessing the Interview

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The interview consists of the independent assessor asking the apprentice a series of questions to assess their competence against the relevant criteria outlined in this kit. Employers are allowed to be present. However, this is optional. The independent assessor leads this process to obtain information from the apprentice. It is not a two-way discussion. Apprentices are allowed to refer to their notes during the interview.

It will cover the following themes:

- vehicle & load management
- on-site services
- health & safety
- structure of organisation and industry
- environment & sustainability
- legislation
- use of IT
- ways of working

The interview will be scheduled at least 2 weeks after gateway. It will take place in a suitable environment and can be conducted by video conferencing. It will last for 45 minutes. The independent assessor can increase the time of the interview by up to 10% to allow the apprentice to respond to a question if necessary.

Apprentices can also refer to their notes.

During the interview, the independent assessor will ask a minimum of 8 questions. Follow-up questions may be asked to gain clarification.

### **Before the assessment:**

Employers/training providers should:

- plan the interview to allow the apprentice the opportunity to demonstrate each of the required standards
- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their on-programme experience and learning to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice and signpost them to relevant parts of their on-programme experience as preparation for this assessment

## Grading the interview

---

Apprentices will be marked against the pass and distinction criteria included in the tables on the following pages (under 'Interview criteria').

- To achieve a **pass**, apprentices must achieve all of the pass criteria
- To achieve a **distinction**, apprentices must achieve all of the pass criteria **and** all of the distinction criteria
- **Unsuccessful** apprentices will have not achieved all of the pass criteria

## Interview – Mock Assessment

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It is suggested that a mock assessment is carried out by the apprentice in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommends that they experience a mock interview in preparation for the real thing. The most appropriate form of mock assessment will depend on the apprentice's setting and the resources available at the time.

When planning a mock assessment, the employer/training provider should include the following elements:

- the mock interview should take place in a suitable location.
- a 45-minute time slot should be available to complete the interview if it is intended to be a complete interview covering all relevant standards. However, this time may be split up to allow for progressive learning.
- consider a video or audio recording of the mock interview and allow it to be available to other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice.
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience.
- mock assessment sheets are available to download from the Highfield Assessment website and may be used for this purpose.
- structured 'open' questions should be used as part of the interview that do not lead the apprentice but allow them to express their knowledge and experience in a calm and comfortable manner.

Some examples of this may include the following:

- How do you ensure that your vehicle and load are protected when parked?
- How do you identify and adapt to potential hazards when driving in urban areas?
- Tell me about a time you have provided on-site services and how you met the necessary customer requirements.

## Interview Criteria

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During the interview, the following standards should be evidenced. Apprentices should prepare for the interview by considering how the criteria can be met. In order to achieve a pass, all pass criteria must be achieved. In order to achieve a distinction, all pass criteria and all of the distinction criteria must be achieved.

Vehicle & Load Management	
<b>To pass, the following must be evidenced.</b>	
VL1	Explains the process they follow that ensures <b>protection</b> to both themselves, the vehicle, and its contents when in transit and when parked
VL2	Identifies how they match the right <b>manual or mechanical aids</b> to a given situation as selected by the independent assessor, when loading and unloading a vehicle. Explains the techniques they apply to safe manual handling
VL3	Outlines how preparing, positioning, or securing goods must factor in a given scenario selected by the independent assessor
VL4	Describes how they <b>protect</b> the vehicle and its goods
<b><i>To gain a distinction, the following must be evidenced.</i></b>	
VL5	<i>Explains the impact on the business in a given 'vehicle protection' scenario (as selected by the independent assessor)</i>

On-site Services	
<b>To pass, the following must be evidenced.</b>	
OS1	Describes how they brief the customer on the technical specification of the delivery, collection or installation and the impact that has on the customer
OS2	Describes how they provide <b>on-site services</b> , meeting customer requirements and how they deal with additional customer requirements
OS3	Describes how they are professional and respectful with customers and colleagues
OS4	Describes the impact this has on the brand
<b><i>To gain a distinction, the following must be evidenced.</i></b>	
OS5	<i>Explains the impact of reputational damage on the organisation's brand and the impact on the business</i>

### Health & Safety

#### To pass, the following must be evidenced.

- HS1 Describes how they consider **potential hazards** when driving in urban and non-urban areas. Describes how they adjust their driving when faced with **unforeseen circumstances**, as selected by the independent assessor
- HS2 Describes how they **mitigate risks** to their physical and mental health and wellbeing

#### To gain a distinction, the following must be evidenced.

*No distinction criteria*

### Structure of Organisation and Industry

#### To pass, the following must be evidenced.

- SOI1 Outlines the **different organisations** in the urban delivery supply chain in which they operate

#### To gain a distinction, the following must be evidenced.

- SOI2 Explains the potential impact on the wider supply chain if an organisation does not perform their role adequately

### Environment & Sustainability

#### To pass, the following must be evidenced.

- ES1 Describe the factors that impact on the environment and sustainability when driving in urban areas

#### To gain a distinction, the following must be evidenced.

*No distinction criteria*

### Legislation

#### To pass, the following must be evidenced.

- L1 Describes the steps they follow that ensures they work compliantly with both legislation and regulation
- L2 Outlines the relevant legislation or regulation for a given scenario as selected by the independent assessor

#### To gain a distinction, the following must be evidenced.

- L3 Explains the impact of legislation or regulation to the business for a given scenario as selected by the independent assessor

### Use of Equipment & IT

**To pass, the following must be evidenced.**

EI2 Describes how they use **IT systems** to correctly manage delivery or collection data

***To gain a distinction, the following must be evidenced.***

*No distinction criteria*

### Ways of Working

**To pass, the following must be evidenced.**

W1 Describes how their flexible approach to work and managing relationships contributes to a coordinated team effort that ensures business priorities are met

W2 Describes how they provide information clearly and concisely

W3 Describes how they adapt their communication to meet the needs of the audience

W4 Describes how their own commitment to continuous professional development helps this

***To gain a distinction, the following must be evidenced.***

W5 *Explains how they manage difficult conversations with customers or colleagues, e.g., when a delivery has had an unanticipated delay*

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